

SOLICITATION NUMBER TIRNO-04-R-00017
PART I – THE SCHEDULE
SECTION C – DESCRIPTION / SPECIFICATIONS / WORK STATEMENT

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C.1 INTRODUCTION AND BACKGROUND

The Treasury Information Processing Support Services (TIPSS-2) contracts were awarded in 2000 and provided a continuation of the broad range of Information Technology (IT) related services provided by the initial TIPSS contracts. The TIPSS-2 acquisition resulted in the award of eighteen Indefinite-Delivery/Indefinite-Quantity (IDIQ) Cost-Plus-Fixed-Fee (CPFF) and Firm-Fixed Price (FFP) contracts featuring term and completion task orders.

The TIPSS-2 contracts were awarded with a wide range of choices in terms of technical skills to provide the full range of information processing support services for project level support. The flexibility of the TIPSS-2 contracts and wide range of Contractor options have proven valuable to the Department of the Treasury, Internal Revenue Service (IRS) and Treasury Bureaus.

C.2 CONTRACT OBJECTIVE

The Total Information Processing Support Services-3 (TIPSS-3) contracts will be awarded in 2005 and provide a continuation of the broad range of IT related services provided by the initial TIPSS contracts. The TIPSS-3 acquisition will result in the award of Indefinite-Delivery Indefinite-Quantity (IDIQ) Cost-Plus-Fixed-Fee (CPFF), Firm-Fixed Price (FFP) and Time and Materials (T&M) contracts featuring term, completion and performance-based task orders.

TIPSS-3 contracts to be awarded will provide a wide range of contract options under multiple award contracts that will provide a wide array of services for IRS, Department of Treasury, Treasury Bureaus, and other federal agencies. While the variety of services possibly required is known, the specific tasks to be ordered and their distribution are not clear. The continuing emergence and rapid adoption of new technologies by the Government strongly suggest that the nature of IT support services tasks will not necessarily resemble those of prior years. It is anticipated that the TIPSS-3 contracts will be used to provide IT services that:

- a) Go beyond maintaining the use of current hardware, operating systems and software.
- b) Advance the use of current systems, improve upon and streamline them, craft new applications and introduce new technologies as they emerge.
- c) Give expert assistance in configuring and managing computer hardware, software and networks, in training customers, and in improving systems and network security.

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- d) Provide comprehensive studies and solutions for system development.
- e) Fulfill requirements on short notice to provide rapid solutions.

C.3 SCOPE OF THE CONTRACT

The Total Information Processing Support Services-3 (TIPSS-3) contract is a Multiple Agency Contract (MAC). It provides sources of information processing support services for the Department of the Treasury (DOT), Internal Revenue Service (IRS), Treasury Bureaus, and other federal agencies. The IRS will be the primary user of the contracts to support its ongoing tax systems, interim support, and to provide the full range of information processing support services for project level support. This solicitation will result in a multiple award Indefinite Delivery/Indefinite Quantity (IDIQ).

The support required encompasses a large spectrum of services from local microcomputer applications to large-scale integrated systems. Services are required across virtually all software languages and hardware platforms. The scope of TIPSS-3 does not include the purchase or lease of hardware or software for the Government. However, requirements that are integral and/or incidental to the support functions being performed may be identified in task orders and provided by the Contractor.

TIPSS-3 consists of three Principle Task Areas as follows:

- Information Systems Services (ISS)
- System Security Services (SSS)
- Strategic Business Services (SBS)

C.4 CONTRACT ENVIRONMENT

C.4.1 GENERAL

The Contractor shall provide all management, administration, staffing, planning, scheduling, procuring, assembling, tracking and reporting for all items or services required by the contract and/or task order. This shall include, but is not limited to:

- (a) All activities associated with recruiting and hiring a qualified staff; such as, advertising, screening applicants, interviewing and reference checking.

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- (b) Maintaining “in-house” skills, teaming and/or subcontract arrangements to ensure staff meets the required minimum experience, skills and knowledge and are available on short notice.
- (c) Screening and processing prospective contract staff to ensure all Contractor employees used under this contract meet personnel hiring and security requirements.
- (d) All activities associated with management of the Contractor’s facilities that may be utilized, including obtaining space, equipment, furniture, supplies, and maintenance.
- (e) Utilizing electronic means to conduct business transactions under this contract to the maximum extent feasible. This will include, but is not limited to: Contractor receipt of Statements of Work and/or Statements of Need, Contractor submission of proposals in response to such requests, Government/Contractor electronic mail exchange to support administration of active task orders, Contractor invoicing, and electronic funds transfer for payment of approved invoices.
- (f) Ensuring the facilities used for the Contractor’s performance of this contract shall meet all physical security requirements of this contract.
- (g) Planning, scheduling and procuring airfare, lodging accommodations, and ground transportation for all approved travel by Contractor personnel. Contractors need to ensure that invoiced travel costs are itemized in accordance with Government travel guidelines in effect at the time of travel.
- (h) Planning for and making all necessary arrangements to ensure that Contractor personnel performing field work have all necessary supplies and equipment by the time they arrive at the site.
- (i) Procuring items/services on behalf of the Government. Such purchases are only allowed for those hardware or software items determined to be integral to the performance of a task order. A competitive cost analysis will be performed and properly documented to prove price competition was obtained or justification for not obtaining competition. If use of GSA Schedules is authorized, the Contractor shall follow the requirements of FAR Subpart 8.4 before placing the order.
- (j) Assembling billing data and billing back-up materials, including, but not limited to, all time and materials needed for preparing any responses to Government deliverable rejection letters. Generating, distributing, and tracking invoices, including generating reports and responding to inquiries regarding invoice status, tracking which deliverables and/or units have or have not been invoiced.

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(k) Tracking and reporting on Government furnished property. The Contractor is responsible for adequate care and safekeeping of all Government furnished materials, including, but not limited to inventory, tracking and reporting. The Contractor shall reimburse the Government for any Government furnished materials lost or stolen while in the Contractor's safekeeping.

The Contractor shall also provide all management, administration and staffing for all activities associated with preparing proposals in response to Statements of Need (SON) and/or Statements of Work (SOW), submitting the proposals, and negotiating task order Requirements.

The above items are not separately billable under the contract or any task order.

C.4.2 PERFORMANCE OF WORK

In general, task orders issued by the Government will be for work in the Contractor's Principle Task Area. However, the Contractor may be requested to perform work outside their Principle Task Areas provided sufficient expertise in the task has been demonstrated. Task orders will be awarded based on the guidance set forth in Section H.2 Task Order Content.

C.4.3 CURRENT HARDWARE/SOFTWARE ENVIRONMENT

A listing of the hardware and software that IRS presently uses is described in Section J, Attachment J.3 List of Primary Software and J.4 List of Current IRS Platforms. Task orders may require knowledge of and skills in, these hardware/software systems, as well as other systems acquired during the life of the contract.

Note: The acquisition of hardware and software is outside the scope of this contract, except for when the Government determines the requirements are integral and/or incidental to the support functions being performed. (See Section F.10, TIPSS-3 Quarterly Government-Owned/Contractor-Held Property Report.) In this event, the costs shall be fixed price inclusive of profit and shall be identified at the time of task order award.

The provision of software or hardware must commence no sooner than the task start date and terminate with the task end date. (See Section I, FAR 52.227-14 Alternate IV for direction on the Government's rights concerning software and other deliverables developed under this contract.) The Government reserves the right to take title to specialized or fully amortized equipment and software purchased as incidental to primary services under the contract.

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C.4.4 STANDARDS

All work completed under this contract shall comply with latest versions of all applicable standards. Individual task orders will reference applicable versions of standards or exceptions as necessary. These may include, but are not limited to, Internal Revenue Manuals (IRMs), Internal Revenue Service (IRS) Documents, Acquisition Bulletins (ABs), American National Standards Institute (ANSI) standards, and National Institute of Standards and Technology (NIST) standards, including Federal Information Processing Standards (FIPS) publications. Section J, Attachment J.9, Software Development Standards, Life Cycle (SDLC) Guidelines contains a list of software development standards for IRS tasks. The IRS has developed its own Enterprise Life Cycle (ELC).

C.4.5 CONTRACTOR INTERFACE

The work of the TIPSS-3 Contractors may require interfaces with other Contractors (see Section H.28, Contractor Interfaces). This requirement will be invoked, as required, at individual task order levels.

C.4.6 ACCESS TO GOVERNMENT PROPERTY AND FACILITIES

The Treasury Department Publication (TDP) 71-10, Department of the Treasury Security Manual, Chapter II, Section 2, Investigative Requirements for Contract Employees established requirements for security screening of contract employees. The Internal Revenue Manual 1.23.2, Security Investigations, Contractor Investigations established the procedures and guidelines for the conduct of security investigations on contractor employees.

Portions of the effort required under this contract may be performed at Government facilities specified in Section F.4, Place of Performance, as well as at other Department of the Treasury, Internal Revenue Service (IRS), and other federal agencies. Contractor personnel will be required to pass a background investigation to receive security access and contractor badge (as local practice dictates) to enter an IRS or other federal facility. Contractor personnel shall adhere to local security and identification practices. This requirement will be invoked, as required, in individual task orders. Additional security requirements are task order dependent and will be clearly noted in each awarded task order. (See Sections H.31 through H.39 for clauses pertaining to security screening, identification/badging, disclosure of information, and systems access requirements).

In accordance with TDP 71-10, Chapter II, Section 2, IRS shall weigh potential risks and magnitude of loss or harm that could be caused by contractor employees and determine risk levels.

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The Contractor may receive sensitive, but unclassified data or have access, use or operation of IRS information technology systems. Therefore, the position of risk for this contract would be moderate and require a Minimum Background Investigation (MBI). The MBI will include, but not be limited to: favorable review of the SF-85P, law enforcement checks, FBI fingerprint and name checks, and federal tax record checks.

In order to obtain required background investigations, the Contractor shall require their Corporate-level Key Management Personnel to complete and submit the following documents to the Lead COTR for processing through IRS National Background Investigations Center (NBIC):

- SF-85P, Questionnaire for Public Trust Positions
- Form 13340, Fair Credit Reporting Act Credit Release
- Form PD-70, Metropolitan Police Department, Washington D.C. Criminal History Request (For individuals who have worked, lived or attended school in the Washington, DC Metropolitan area within the last five years)
- Form FD-258, Federal Bureau of Investigation Applicant Fingerprint Card
- Form I-9, Employment Eligibility Verification (Copy of form already maintained on file by contractor employees' employer is acceptable)
- Form DD-214 (Furnish for all active military service in last five years).

Corporate-level Key Management Personnel are required to submit MBI information within ten (10) calendar days after contract award as they will be active on the contract and task orders at all times. The IRS will send the background investigation checks through the IRS National Background Investigations Center (NBIC). If required, task level personnel shall submit MBI information before they start work on a task. If an individual is hired by a Contractor after previously working at the IRS for another Contractor, the Lead COTR is still required to verify a previous MBI was actually completed, that it is current, and that the person remains acceptable. The NBIC will make the determination whether to perform an update, a new complete MBI or to accept the current investigation results. The Contractor will be notified accordingly.

Contractor personnel will be provided escort access during the time required to process and obtain interim or final staff-like access approvals. Interim access approvals generally take 5-7 days from NBIC receipt of acceptable investigation paperwork

Contractor employees will be required to be fingerprinted and arrangements for fingerprinting can be made through the Lead COTR when the employee has accessibility to a local IRS office. However, if the employee cannot come to an IRS

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office to be fingerprinted, employees may need to go to a local law enforcement agency for fingerprinting. Fingerprints must be completed on the form FD-258 furnished by the IRS. Any cost for fingerprinting outside of the IRS shall be borne by the Contractor.

If the Lead COTR receives a denial of access from NBIC after processing of the above forms, or if the Lead COTR finds a prospective employee to be unsuitable or unfit for his assigned duties, the Contractor shall be advised immediately in writing. The employee in question shall not continue to work or be assigned to work under the contract. The IRS shall have and exercise full and complete control over the granting, denying, withholding or terminating access for contractor employees. The IRS may, as it deems appropriate, authorize and grant interim staff-like access to any such employees of the Contractor. However, the granting of an interim staff-like access to any such employee shall not be considered as assurance that final staff-like access will follow as a result or condition thereof. The granting of either interim or final staff-like access shall in no way prevent, preclude or bar the withdrawal or termination of any such access by the Government.

All Contractor and Subcontractor employees shall either be U.S. citizens or have lawful permanent resident status. The IRS may require the Contractor to submit the investigation forms for every employee covered by this paragraph on a five year basis for reinvestigation.

The contractor shall absorb the cost of the background investigations. The Contractor shall provide funds to the IRS for background investigations by submitting payment to the Beckley Finance Center. The cost of each MBI is \$550.00 or more. Upon initial award of a contract, the Contractor shall submit the full amount of funds sufficient to cover the cost of the investigations for the entire number of required contractor personnel. Funds for the investigations of additional or replacement personnel shall be submitted as the need arises. However, the Contractor should attempt to consolidate funds into a single amount as often as possible. No fee shall be associated with any investigation costs.

Upon contract award, all required forms for security background investigations will be made available to successful offerors via a web site.

C.4.7 REASSIGNMENT AND REPLACEMENT OF CONTRACTOR PERSONNEL

The Government reserves the right to request immediate removal of Contractor personnel for cause. The Contractor shall replace the personnel in question within fifteen (15) working days.

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The Government reserves the right to request reassignment of Contractor personnel. Discussions will be held with the contractor concerning specific issues. If issues still remain, the Contracting Officer reserves the right to request permanent reassignment of contractor personnel. The Contractor shall replace the personnel within fifteen (15) working days.

In cases of Contractor initiated reassignment of personnel, notice shall be provided at least fifteen (15) working days prior to reassignment. This written notice shall also include the résumé(s) of the proposed replacement personnel (see Section H.20 Substitution of Key Management Personnel and Section H.22 Substitution of Task Order Key Personnel). All replacement personnel are subject to the prior written approval of the Contracting Officer. In the event the Contractor finds it necessary to replace any of the assigned personnel during the performance of a task order, the Contracting Officer (CO) and Contracting Officer's Technical Representative (COTR) shall be notified in writing.

C.4.8 CONTRACTOR FURNISHED ITEMS

Unless otherwise specified in a given task order, the Contractor shall furnish all necessary management, supervision, labor, facilities, equipment, supplies and materials necessary to perform task orders.

C.4.9 SENSITIVE INFORMATION

Individual Task orders may require access to data/information which may be classified up to and including the level of Sensitive but Unclassified (SBU) (See Section H.26 Sensitive Information), unless otherwise specified in the individual SOW and/or SON and task orders.

C.4.10 RESTRICTIONS AND EQUIVALENCIES IN LABOR CATEGORIES

The Labor Category descriptions (reference Section C.7, Labor Categories for the Three Principle Task Areas) include minimum requirements for experience and education. However, the following should be noted:

- (a) It is the Government's option to reject task order proposals not complying with the requirements for minimum experience and education and issue an order to another Contractor;
- (b) Under completion, term, and time and materials type task orders, labor descriptions, as defined herein, should be used as guidance in task order proposal preparation and negotiation.

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The Contractor will have the flexibility to make whatever actual adjustments are necessary to perform the specific requirement, subject to agreement reached through the operation of the Key Management Personnel clause at Section H.19 and Key Task Order Personnel at Section H.21.

C.4.10.1 APPLICABLE SUBSTITUTIONS

One year of college or university education may be substituted for one year of General Experience up to a maximum of two years.

One year of relevant experience can be substituted for one year of college or university education up to a maximum of two years, unless substitutions are not allowed for a specific labor category.

Teaching does not qualify as hands on experience, unless otherwise specified in the Labor Category description.

C.4.10.2 QUALIFICATION WAIVER

There may be occasions when the Contractor believes that an employee is the right person to perform the work under a task order, but the individual does not meet the Labor Category specifications for that task order. This may occur because the individual possesses special talents, skills or experience which enables that individual to perform at a level of competency expected for a specific Labor Category for a particular task order. The Government recognizes that such instances may occur and will consider a Qualification Waiver. The burden of proof to provide evidence of the special talents, skills or experiences which warrant a Qualification Waiver is on the Contractor. The Waiver Request shall be submitted in writing to the CO and COTR. The Contractor shall receive written approval from the CO before the substituted individual can work on the task order. The Government shall review the Waiver Request and respond in writing within five (5) working days of its receipt.

C.4.11 SECTION 508 COMPLIANCE

The Contractor must provide a comprehensive specific list of all offered Electronic and Information Technology (EIT) products (supplies and services) that fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 CFR Part 1194. The Contractor must clearly indicate where this list with full details of compliance can be found (e.g., vendor or other exact web page location). The Contractor must ensure that the list is easily accessible by typical users beginning five (5) calendar days after award.

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The Contractor must maintain this detailed listing of compliant products for the full contract term, including all forms of extensions, and must ensure that it is current within three calendar days of changes to his product line.

The offeror must ensure that all EIT products that are less than fully compliant are offered pursuant to extensive market research, which ensures that they are the most compliant products and services available to satisfy this solicitation's requirements.

For every EIT product accepted under this contract by the Government that does not comply with 36 CFR Part 1194, the Contractor shall on 30 day notice, at the discretion of the Government, make every effort to replace or upgrade it with a compliant equivalent produce or service, if commercially available and cost neutral.

C.4.12 ACCESS TO TRAINING AND MATERIALS FOR THE DISABLED

The Contractor shall be responsible for making all training courses and training materials accessible to the disabled when specified in a task order. This may include but not be limited to: sign language or oral interpreters for hearing impaired persons, captioned video tape, Braille or large print material for visually impaired persons, appropriate on-line training aids and satisfactory physical or architectural accommodations for mobility impaired persons. In addition, task orders may require copies of deliverables to be submitted in Braille or in enlarged print hard copy.

C.4.13 COMPLIANCE TO CAPABILITY MATURITY MODEL *INTERGRATION* (CMMIsm) STANDARDS

It is mandatory that all Contractors who are awarded task orders for any activity related to software development for the IRS comply with the IRS policy for CMMIsm compliance. All tasks that fall within the software development life cycle shall comply with the staged representation of the CMMI requirement. There are no exceptions to this IRS policy. This policy, as relates to IRS, is contained in Section J, Attachment J.8 Internal Revenue Service Capability Maturity Model Integration CMMIsm Requirements and Instructions.

Contractors who identify specific Subcontractor(s) as integral to the performance of software development work, shall obtain evidence that the Subcontractor(s) identified are CMMI Level 2 compliant, or alternatively, shall arrange for any software development work done by the Subcontractor to be performed within the Contractor's CMMI Level 2 processes. It shall be the responsibility of the Contractor to ensure that its Subcontractors perform software development work within a CMMI Level 2 compliant process. Contractors developing software for the IRS shall maintain Level 2 or higher in the staged representation of the CMMI in order to continue to receive software tasking. The CMMI Review Team will monitor Contractor process maturity:

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(a) Using standard IRS Process Appraisal Review Methodology (PARM) processes, including execution of Standard CMMI Appraisal Method for Process Improvement (SCAMPISM), as needed,

(b) Performing annual cycles of review for CMMI, and

(c) Considering all types of appraisal data and process improvement infrastructure data as standardized by the IRS PARM process.

Contractors that receive awards in any task area as a large business (competitive process) shall provide evidence of CMMI level 2 rating by November 29, 2004. Small Business, Hub-Zone and Small Disadvantage Businesses section 8(a) shall provide evidence of their CMMI Level 2 rating prior to receiving any work for software development.

C.5 CORPORATE AREA

The Contractor shall institute and maintain a management structure to respond to and negotiate SOW and/or SON. The Contractor shall also maintain access to resources that can be called upon to fulfill task order requirements under this contract.

The Contractor shall maintain a management structure with overall task order control and authority for the performance of the work. At a minimum, the Contractor's management structure shall be responsible for the following throughout the life cycle of each task order:

(a) Deploying a technically proficient and professionally capable staff;

(b) Keeping personnel turnover to a minimum and ensuring individuals are motivated to achieve excellent performance;

(c) Ensuring problems are minimized and unavoidable problems are resolved with minimal disruption to the activities performed under the task order;

(d) Obtaining continuous feedback on performance from appropriate Government personnel and disseminating feedback to Contractor personnel on all areas of task order performance;

(e) Continually monitoring the quality of all products and services provided for purposes of identifying and implementing performance improvements; and

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(f) Ensuring that all resources necessary to perform the order are identified with clearly defined roles and deployed on schedule. A successful TIPSS-3 effort will be predicated on the management practices applied by the Government and its TIPSS-3 Contractors. Each Contractor is expected to have a management plan with which to manage TIPSS-3 related work. This plan should provide appropriate program and project management

information and reporting systems to define program and project costs, schedules, and deliverables. The performance of task orders pursuant to this contract shall be in accordance with the Contractor's best corporate business practices as set forth in the Contractor's proposal and accepted in the contract

C.5.1 FUNCTIONAL REQUIREMENTS FOR KEY PERSONNEL IN THE CORPORATE AREA

Offerors shall identify the key management personnel to be assigned to TIPSS-3, provide their résumés, and describe their roles, responsibilities and relationships to the contract. Corporate contract management personnel at the contract-level are defined as key management personnel although they will not be specified in each task order. (See H.19 Key Management Personnel)

The task order level Project Manager is always “key” to the task order and will be defined as such. Any additional task order-level key personnel will be identified in the task order. (See H.21 Key Task Order Personnel) Résumés shall be submitted that identify the education and experience required. Résumés shall be limited to no more than two (2) pages per individual. As a minimum, résumés shall include the following:

- Name of person;
- Functional Responsibility;
- Education (including, in reverse chronological order, colleges and/or technical schools attended (with dates), degree(s)/certification(s) received, major field(s) of study, and approximate number of total class hours);
- Citizenship status;
- Experience (including, in reverse chronological order, area(s) of work in which a person is qualified, company and title of position, approximate starting and ending dates (month/year), concise descriptions of experience for each position held including specific experience related to the requirements of the position, specific experience on projects of similar size/scope/complexity/functionality, and specific experience related to the Principle Task Area(s) of the TIPSS-3);
- Certification that the information contained in the résumé is correct and accurate (signature of key person and date signed, and signature of their supervisor or higher authority and date signed will be accepted as certification).

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The titles of the labor categories shown at Section C.5.1.1 for the Corporate Area are illustrative only. It is not required that the Contractor provide personnel with these exact titles, rather the collection of Contractor personnel shall meet the functional requirements listed below. Educational and General Experience Requirements may be found at Section C.7.

C.5.1.1 PROGRAM MANAGER FUNCTIONAL REQUIREMENTS

The Program Manager is a senior manager responsible for coordinating the management of all work performed under this contract and shall be capable of negotiating and making binding decisions for the company. The Program Manager shall act as the central point of contact for the contract. The Program Manager is ultimately responsible for coordinating the effort of Subcontractors, team members and vendors.

The Program Manager shall have broad and deep knowledge of the IT industry, business administration, and human resource management, and have excellent oral, and written communications skills thus ensuring that the Contractor has the capability of performing all the work. The Program Manager function is responsible for, but not limited to:

- (a) Managing substantial contract support operations involving multiple TIPSS-3 projects and personnel at diverse locations;
- (b) Organizing, directing, and coordinating planning and production of all contract support activities and resource needs;
- (c) Communications with all levels of management;
- (d) Establishing and altering (as necessary) management structure to effectively direct contract support activities; and
- (e) Attending meetings and conferring with the Department of the Treasury, IRS, and other federal agency management officials regarding the status of specific Contractor activities and problems, issues or conflicts requiring resolution.

C.5.1.2 BUSINESS MANAGER FUNCTIONAL REQUIREMENTS

The Business Manager(s) is a senior manager responsible for coordinating the management of all administrative and contractual functions for the contract and shall be capable of negotiating and making binding decisions for the company. The Business Manager is expected to work as a team with the Program Manager as many of their responsibilities overlap. The Business Manager shall have extensive knowledge of

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business administration, marketing and Government contracting. The Business Manager is responsible for, but not limited to:

- (a) Proposal preparation and presentation;
- (b) Coordinating and managing all contract and task order negotiations and providing any supporting information to the Government;
- (c) Coordination and management of all Subcontractor agreements and Subcontractor management plans;
- (d) Coordination, production and review of all contract required reports, including but not limited, to cost and schedule reporting for all task orders;
- (e) Planning, organizing and directing recruiting and retention efforts as required;
- (f) Screening applicants and ensuring the qualifications of the proposed applicants meet the Government requirements; and
- (g) Serving as the focal point for Contractor employee education and training for processes, procedures, tools and technologies required for the TIPSS-3 contract.

C.5.1.3 PROJECT MANAGER FUNCTIONAL REQUIREMENTS

The Project Manager(s) is a senior manager responsible for coordinating the management of all work performed. The Project Manager shall act as the central point of contact. The Project Manager is ultimately responsible for coordinating the effort of Subcontractors, team members and vendors. The Project Manager shall be capable of negotiating and making binding decisions for the company. The Project Manager function is responsible for, but not limited to:

- (a) Providing competent leadership and responsible program direction through successful performance of a variety of detailed, diverse elements of project transitioning;
- (b) Demonstrating competence using data from project management tools;
- (c) Simultaneously planning and managing the transition of highly technical projects and directs completion of tasks within estimated time frames and budget constraints;
- (d) Organizing, directing, and coordinating planning and production of all support activities and resource needs and assigning duties to subordinates;

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- (e) Communications, both written and oral, with all levels of management and Government representatives, including but not limited to, the CO, COTR and Lead Contracting Officer's Technical Representative (Lead COTR); and
- (f) Meeting with Department of the Treasury, IRS, and other federal agency management officials regarding the status of specific task order activities and problems, issues or conflicts requiring resolution.

C.5.1.4 QUALITY ASSURANCE MANAGER FUNCTIONAL REQUIREMENTS

The Quality Assurance function, which resides at the corporate level, is responsible for, but not limited to:

- (a) Developing and implementing quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures;
- (b) Developing and defining characteristics of quality including quality metrics and scoring parameters;
- (c) Ensuring all documented guidelines and operating procedures for quality assurance/control are followed for all areas of performance;
- (d) Identifying modifications to procedures or other corrective actions to improve or remedy deficiencies and building additional quality reviews, as needed, into the operating procedures for each Principle Task Area of the contract;
- (e) Making recommendations to the Government to improve operations; and
- (f) Responding to and coordinating CMMIsm/ PARM requirements and related process improvement activities.

C.5.2 LOCAL SUPPORT

The Contractor shall maintain a local office to provide management and administrative facilities in support of the TIPSS-3 contract. This local office shall be physically located within 80 highway kilometers (50 miles) of the city limits of Washington, D.C. Individual task orders will specify whether space will or will not be provided at a Government site for the performance of work for that specific task order. If the Contractor's personnel are required to work at a Government site, no per diem, local mileage, parking fees, etc., will be allowed.

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C.6 PRINCIPLE TASK AREAS

The nature of the work in the Principle Task Areas requires the development of systems that meet the security requirements associated with sensitive data, such as tax return information for the IRS. Public and Congressional interest in the use of automation has

grown as the information processed has increased in personal content and sensitivity. The Government has a commitment to the preservation of confidentiality and the maintenance of a high-level of security for all systems and communications, whether automated or manual.

In conjunction with all of the Principle Task Areas, support may be needed in the training of employees at the Department of the Treasury, IRS, and other federal agencies in various aspects of the related disciplines. The work would consist of developing courses and instructional material to educate technical and non-technical personnel. In all of the Principle Task Areas, there is a requirement for a quality assurance function. This function would assure the development and implementation of quality control methodologies to ensure compliance with quality assurance standards, guidelines and procedures.

The Contractor shall be required to perform all work according to the architectures, standards, guidelines and procedures as stated in individual task orders for each agency. A listing of the IRS applicable software development standards for this contract is contained in Section J, Attachment J.9, Software Development Standards, Life Cycle (SDLC) Guidelines. Applicable standards or exceptions will be specified in individual task orders. The support in all of the Principle Task Areas shall cover the spectrum from local microcomputer applications to large-scale integrated systems and shall involve a variety of software languages and hardware platforms. See Reference Section J, Attachment J.3, List of Primary Software, and Section J.4, List of Current Internal Revenue Service Platforms, for representative examples of those systems.

C.6.1 INFORMATION SYSTEM SERVICES (ISS) PRINCIPLE TASK AREA

The breadth and scale of the information systems within the Department of the Treasury, IRS and Treasury Bureaus has created a need for a wide range of Information Technology support services. The types of support services that fall within the Information Systems Services Principle Task Area are those which are usually referred to as traditional automated data processing (ADP) or information technology (IT) support services. These support services represent the basic requirement for the Department of the Treasury, IRS, and other federal agencies. The skills and knowledge within this area are foundational to the specialized aspects of information processing, represented by the other Principle Task Areas identified in the contract.

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C.6.1.1 SCOPE OF WORK FOR THE INFORMATION SYSTEM SERVICES (ISS) PRINCIPLE TASK AREA

The scope of work for the Information Systems Services Principle Task Area shall include all aspects of software, security, training, and quality assurance support services. The work shall include, but is not limited to, the following:

- Systems Design, Development, Implementation and Customization;
- Database Design, Development, Implementation, Customization;
- Requirements Analysis Support;
- Web-Site Development and Support;
- Optimization Support;
- Software Engineering and Integration Support;
- System Integration and Integration Testing Support;
- Object Oriented Methodology, Analysis, Design and Programming support;
- Configuration Management;
- ICASE Tools Support
- System Administration;
- Office Automation Support/Help Desk Support;
- Operations Management Support;
- Data Entry Support;
- Media Duplication Support;
- Installation Support;
- Computer Operations;
- Personal Computer (PC) Technical Support;
- Technical Support; and
- Hardware Support.
- Security Planning and Analysis Support.
- Analytical Support (Network Traffic and Trend Analysis);
- System Design, Development, Implementation, Customization and Maintenance;
- Electronic Data Interchange (EDI) Support;
- Telecommunications Software Development Support;
- Voice Mail Support (Support and Development);
- Voice Recognition Systems Support;
- Interactive Voice Systems (Development and Support);
- Local Area Network Design;
- Telecommunication Systems/Software Testing;
- Engineering and Integration Support;
- Software Security Certification and Accreditation;
- Local Area/Intranet Design Support;

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- Internet Support; and
- Call Center Support.

C.6.2 SYSTEM SECURITY SERVICES (SSS) PRINCIPLE TASK AREA

Enhancing IT security of data residing in computer files or during transmission, assessing IT risk relating to privacy, fraud and abuse and the adequacy of internal controls to eliminate and/or mitigate risks to systems being built. Contingency plans

cover system failure and recovery procedures. Procedures are developed in case of disaster or other conditions that may severely affect the provision of timely and efficient system services. This area includes evaluating and implementing encryption, authenticating users on a system and providing for digital signatures to ensure integrity of electronic messages and files. The area may include analyzing and maintaining a list of critical systems to decide for each system the time available to transfer to an alternative processing site without significant programmatic impact, including systems handling National Security and Limited Official Use (included as a minimum – Law Enforcement Sensitive) data.

This area also includes the conduct of risk analyses and the development of recommendations and implementations, plans for new procedures and changes to existing systems. Area may include identification and recommendation of new security-related technology product versions and enhancements to products and services. Developing implementation, transition and verifications, testing plans for installing these products within the existing client organization technology infrastructure. May include conducting formal Certification and Accreditation (C&A) efforts such as C&A Documentation Preparation and C&A Testing for both legacy and new systems in accordance with all standard security requirements (e.g., DITCAP, NIACAP, NISPOM, DOJ Directives, etc.). Area may include mitigation strategies and mitigation activities for residual risks identified for specific organizations or systems. Area includes development of security policies and procedures and assistance with implementation of these policies.

C.6.2.1 SCOPE OF WORK FOR SYSTEM SECURITY SERVICES (SSS) PRINCIPLE TASK AREA

The scope of work for Systems Security Services Principle Task Area shall include all aspects of systems security services. Work shall include, but is not limited to the following:

- Computer Security Awareness and Training
- Computer Security Incident Response
- Computer Security Planning

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- Crypto Systems
- Digital Signatures
- Disaster Recovery, Continuity of Operations, and Contingency Planning
- Hot-site and Cold-site Support Services including Hardware and Software
- Independent Verification and Validation
- Mainframe Automated Information Security Support
- Public Key Infrastructure (PKI)
- Quantitative Risk Analysis of Large Sensitive Systems

- Security Certification and Accreditation
- Security for Small Systems, Telecommunications, and Client Service
- Software/Hardware Maintenance and /or Licensing
- Systems Vulnerability Analysis/Assessment and Risk Assessment

C.6.3 STRATEGIC BUSINESS SERVICES (SBS) PRINCIPLE TASK AREA

The IRS and many of the Department of the Treasury offices and Treasury Bureaus are in a state of change, from a paper-based organization, to one using cutting edge technologies. The implementation of large scale systems across functional areas will require high level project management skills and tools for managing, tracking and reporting and transitioning large scale systems, and for maintaining configuration management controls. Another of these areas is support service for the special computer and human interfaces often required to provide equal access to information resources for employees who have physical or sensorial disabilities.

C.6.3.1 SCOPE OF WORK FOR STRATEGIC BUSINESS SERVICES (SBS) PRINCIPLE TASK AREA

The scope of work for Strategic Business Services Principle Task Area shall include all aspects of strategic business services. The work shall include, but is not limited to, the following:

- Work System Design and Implementation;
- Independent Validation and Verification Support;
- Technical Support for the Disabled (Customization of Automated Interfaces, Needs Assessments, and etc.);
- Configuration Management Support, Including Planning and Reviews;
- Metrics Support, Including Quality Measures and Function Point Analysis;
- Workload Analysis and Concept of Operation Support;
- Project Evaluation Support;

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- Ergonomics Support, Including Evaluations and Recommendations;
 - Change Management and Transition Management Support;
 - Business Process Re-Engineering Support;
 - Project Management Support;
 - Automated Tracking and Evaluation Tools Support;
 - Process Analysis Support;
 - Work System Design and Usability Labs Support;
 - Performance Engineering;
 - Quality Management;
-
- Risk and Threat Analysis;
 - Privacy Planning and Analysis Support;
 - Disaster Recovery, Continuity of Operation and Contingency Planning; and
 - Relocation, Installation and other Hardware Related Support.

**C.7 LABOR CATEGORIES FOR THE THREE PRINCIPLE TASK AREAS
(FFP and CPFF)**

In order to support the three Principle Task Areas in this contract, the following Labor Categories have been identified. Labor categories are not limited to any one functional area and represent the minimum requirements. The Labor Categories are listed below and are described in the following paragraphs.

C.7.1 LABOR CATEGORY DESCRIPTIONS FOR THE THREE PRINCIPLE TASK AREAS (FFP & CPFF)

C.7.1.1 CORPORATE PERSONNEL

General Description:

An individual whose knowledge and skills are applicable to an actual SOW or SON and is recognized professionally for their leadership and management experience to the extent that the Government is able to qualify the individual as a member of the key corporate personnel.

Education:

A degree from an accredited college or university in the field of expertise described in an actual SOW or SON is required. The Contracting Officer may approve a waiver for substitution of experience for the education requirement, on a case by case basis.

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General Experience:

Six (6) years of management experience in the field of Information Technology.

Function:

Performs as a senior manager responsible for coordinating the management of all work under this contract and has the authority to negotiate and make binding decisions for the company.

Examples (not all inclusive):

Program Manager

Quality Assurance Manager

Business Manager

C.7.1.2 SUBJECT MATTER EXPERT

General Description:

An individual whose knowledge and skills are applicable to an actual SOW or SON and is so recognized in the professional community that the Government is able to qualify the individual as an expert in the field. (For example: publications, speeches at conferences, research, and teaching.) Demonstrates exceptional oral and written communications skills.

Education:

An advanced degree (Master's or Doctoral degree) from an accredited college or university in the field of expertise described in an actual SOW or SON is required.

The Contracting Officer may approve a waiver for substitution of experience for the education requirement, on a case by case basis.

General Experience:

Eight (8) years of progressive experience in the field of expertise required by an actual SOW or SON.

Specific Experience:

At least four (4) years of the General Experience is concentrated, hands-on experience in the specific discipline of the field of expertise required by an actual SOW or SON.

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Function:

Performs as a consultant in highly specialized, leading edge information technologies and methodologies; Provides highly technical and specialized guidance concerning automated solutions to complex information processing problems; Performs elaborate analyses and studies; Prepares reports and gives presentations; Works independently or as a member of a team; May serve as a Contractor Task Order Project Manager.

Examples (not all inclusive):

Information Technology Expert	Neural Network Expert
Organizational Development Expert	Artificial Intelligence Expert
Industrial/Organizational Psychologist	Business Systems Analyst

C.7.1.3 SENIOR INFORMATION TECHNOLOGY SPECIALIST

General Description:

An individual very knowledgeable in all aspects of IT; Has extensive experience in the specific IT discipline(s) described in an actual SOW or SON; Demonstrates very good oral and written communications skills.

General Experience:

Eight (8) years of progressive experience in the field of IT, including six (6) years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions.

Specific Experience:

At least four (4) years of General Experience is concentrated, hands-on experience in all aspects of the specific discipline(s) of IT required by an actual SOW or SON.

Function:

Provides highly technical and specialized guidance and solutions to complex IT problems; Performs elaborate analyses and studies. Prepares reports and gives presentations; Works independently or as a member of a team; May serve as Contractor Task Order Project Manager.

Examples (not all inclusive):

Senior Telecommunications Engineer	Senior Systems Analyst
Senior Independent Evaluator	Software Customization Specialist
Senior Telecommunications Specialist	Senior Information Technology Engineer
Senior Communications Specialist	Senior Systems Programmer
Senior Organizational Specialist	Senior Applications Programmer
Senior Network Engineer	Senior Organizational Change Specialist

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Senior Internet/Intranet Specialist Senior Work Systems Design Specialist
Senior Software Systems Specialist
Senior Data Base Management Specialist
Senior Business Process Re-Engineering Specialist
Senior Integration and Integration Testing Specialist

C.7.1.4 INFORMATION TECHNOLOGY SPECIALIST

General Description:

An individual very knowledgeable in IT; Has extensive experience in the specific IT discipline(s) described in an actual SOW or SON. Demonstrates good oral and written communications skills.

General Experience:

Six (6) years of progressive experience in the field of IT, including four (4) years of specialized experience in numerous highly specialized IT disciplines involving a wide range of hardware/software solutions.

Specific Experience:

At least three (3) years of General Experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON.

Function:

Provides highly technical and specialized solutions to complex IT problems;
Performs analyses and studies; Prepares reports; Works independently or as a member of a team.

Examples (not all inclusive):

Systems Analyst	Telecommunications Engineer
Optimization Specialist	Network Engineer
Lead Programmer/Analyst	Internet/Intranet Specialist
Relational Database Specialist	Communications Specialist
Information Technology Engineer	Organizational Specialist
Systems Programmer	Organizational Change Specialist
Applications Programmer	Independent Evaluator
Internet/Intranet Specialist	Work Systems Design Specialist
Data Base Management Specialist	Software Systems Specialist
Business Process Re-Engineering Specialist	
Integration and Integration Testing Specialist	

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C.7.1.5 JUNIOR INFORMATION TECHNOLOGY SPECIALIST

General Description:

An individual knowledgeable in IT. Has experience in the specific IT discipline(s) described in an actual SOW or SON. Demonstrates good oral and written communications skills.

General Experience:

Four (4) years of progressive experience in the field of IT, including three (3) years of specialized experience in highly specialized Information Technology disciplines involving a range of hardware/software solutions.

Specific Experience:

At least two (2) years of General Experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON.

Function:

Provides technical and specialized solutions to complex IT problems. Performs analyses and studies. Prepares reports. Works independently or as a member of a team.

Examples (not all inclusive):

- Junior Systems Programmer
- Junior Network Engineer
- Junior Telecommunications Specialist
- Junior Work Systems Design Specialist
- Junior Applications Programmer
- Junior Communications Specialist
- Junior Internet/Intranet Specialist
- Junior Organizational Change Specialist
- Junior IV&V Specialist
- Junior Software Systems Specialist
- Junior Data Base Management Specialist
- Junior Systems Analyst
- Junior Integration and Integration Testing Specialist
- Junior Telecommunications Engineer
- Junior Information Technology Engineer

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C.7.1.6 SENIOR INFORMATION TECHNOLOGY TECHNICIAN

General Description:

An individual very knowledgeable in and experienced with software and hardware operations for IT. Has experience in the specific technologies required by an actual SOW or SON.

General Experience:

Five (5) years progressive experience in the field of software or hardware operations.

Specific Experience:

At least three (3) years of General Experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON. The experience shall be with the specific equipment, software or other requirement specified in an actual SOW or SON.

Function:

Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works independently or as a member of a team.

Examples (not all inclusive):

Senior Computer Operator	Senior Database Administrator
Senior Document Control Specialist	Senior Systems Administrator
Senior Computer Installation Technician	Senior Help Desk Manager
Senior Data Technician	Senior Network Administrator
Senior Network Technician	
Senior Communications Technician	
Senior Organizational Change Technician	
Senior Hardware/Software (HW/SW) Installation Technician	

C.7.1.7 INFORMATION TECHNOLOGY TECHNICIAN

General Description:

An individual knowledgeable in and experienced with hardware and software operations for IT. Has experience in the specific technologies required by an actual SOW or SON.

General Experience:

Three (3) years progressive experience in the field of software or hardware operations.

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Specific Experience:

At least two (2) years of General Experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON. The experience shall be with the specific equipment, software or other requirement specified in an actual SOW or SON.

Function:

Provides support in the less technical disciplines of Information Technology, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works as a member of a team.

Examples (not all inclusive):

Data Entry Specialist	Organizational Change Technician
Computer Operator	Work Systems Design Technician
Database Administrator	Data Technician
System Administrator	Help Desk Technician
Network Technician	Communications Technician
Network Administrator	Hardware/Software Installation Technician

C.7.1.8 JUNIOR INFORMATION TECHNOLOGY TECHNICIAN

General Description:

An individual knowledgeable in hardware and software operations for IT. Has experience in the specific technologies required by an actual SOW or SON.

General Experience:

Two (2) years progressive experience in the field of software or hardware operations.

Specific Experience:

At least one (1) year of General Experience is concentrated hands-on experience in the specific discipline(s) of IT required by an actual SOW or SON. The experience shall be with the specific equipment, software or other requirement specified in an actual SOW or SON.

Function:

Provides support in the less technical disciplines of IT, such as computer operations, moving and installing equipment, computer cabling, data entry and verification, media duplication, document control and software installation. Works as a member of a team.

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Examples (not all inclusive):

Junior Data Entry Specialist

Junior Computer Operator

Junior HW/SW Installation Technician

Junior Data Technician

C.7.1.9 SENIOR INFORMATION TECHNOLOGY ADMINISTRATIVE SPECIALIST

General Description:

An individual very knowledgeable in computer-based documentation and presentation techniques, technical writing, technical proofreading and technical editing. Demonstrates excellent command and articulation of the English language. Demonstrates superior grammar skills.

General Experience:

Five (5) years of progressive experience in technical writing and documentation preparation in the field of information processing.

Function:

Prepares documentation to be furnished as an actual SOW or SON deliverable(s). Provides administrative support such as technical writing, proofreading, technical editing of word processing and other computer-based documents, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Works as part of a team.

Examples (not all inclusive):

Senior Technical Writer

Senior Documentation Specialist

Senior Graphics Specialist

Senior Computer Aide

C.7.1.10 INFORMATION TECHNOLOGY ADMINISTRATIVE SPECIALIST

General Description:

An individual knowledgeable in computer-based documentation and presentation techniques, technical typing and word processing. Demonstrates excellent command and articulation of the English language. Has superior grammar skills.

General Experience:

Three (3) years of progressive experience in technical typing and documentation preparation in the field of IT.

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Function:

Prepares documentation to be furnished as an actual SOW or SON deliverable(s). Provides administrative support such as technical typing, editing of word processing and other computer-based manuscripts, integration of various sources into a cohesive product which may be delivered as computer-based magnetic media, preparation of graphical and narrative presentation material. Works as part of a team.

Example:

Technical Writer
Graphics Assistant
Computer Aide

Documentation Specialist
Technical Typist

C.7.1.11 SENIOR SECURITY SPECIALIST

General Description:

An individual very knowledgeable and experienced in all aspects of Security . Has extensive experience in the specific Security discipline(s) described in an actual SOW or SON. Demonstrates very good oral and written communications skills.

General Experience:

Eight (8) years of progressive experience in the field of IT, including six (6) years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions.

Specific Experience:

At least four (4) years of General Experience is concentrated, hands-on experience in all aspects of the specific area(s) of Security required by an actual SOW or SON.

Function:

Provides highly technical and specialized guidance, and solutions to complex Security problems. Performs elaborate analyses and studies. Prepares reports and gives presentations to upper management. Works independently or as a member of a team. May serve as Contractor Task Order Project Manager.

Examples (not all inclusive):

Senior Computer Security Specialist
Senior Business Systems Analyst
Senior Information Security Administrator
Senior Disaster Recovery Specialist
Senior Security Systems Specialist

Senior Security Engineer
Senior IT Audit Manager
Senior Data Security Specialist
Senior Network Security Analyst

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C.7.1.12 SECURITY SPECIALIST

General Description:

An individual knowledgeable and experienced in all aspects of Security . Has extensive experience in the specific Security discipline(s) described in an actual SOW or SON. Demonstrates very good oral and written communications skills.

General Experience:

Six (6) years of progressive experience in the field of IT, including four (4) years of specialized experience in numerous, highly specialized IT disciplines involving a wide range of hardware/software solutions.

Specific Experience:

At least three (3) years of General Experience is concentrated, hands-on experience in all aspects of the specific area(s) of Security required by an actual SOW or SON.

Function:

Provides highly technical and specialized guidance, and solutions to complex Security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team.

Examples (not all inclusive):

Computer Security Specialist
Data Security Specialist
IT Audit Manager
Security Systems Specialist

Security Analyst
Disaster Recovery Specialist
Network Security Analyst

C.7.1.13 JUNIOR SECURITY SPECIALIST

General Description:

An individual knowledgeable in several aspects of Security. Has experience in the specific Security discipline(s) described in an actual SOW or SON. Demonstrates good oral and written communications skills.

General Experience:

Three (3) years of progressive experience in the field of IT, including one (1) year of specialized experience in specialized IT disciplines involving a limited range of hardware/software solutions.

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Specific Experience:

At least two (2) years of General Experience is concentrated hands-on experience in the specific area(s) of Security required by an actual SOW or SON.

Function:

Provides technical and specialized guidance, and solutions to Security problems. Performs analyses and studies. Prepares reports and gives presentations to management. Works independently or as a member of a team.

Examples (not all inclusive):

Junior Security Analyst

Security Technical Assistant

C.7.1.14 SENIOR INFORMATION TECHNOLOGY TRAINING SPECIALIST

General Description:

An individual who is very good at imparting technical information to technical and non-technical personnel and is also very knowledgeable in IT. Has extensive experience in developing courses and teaching in all aspects of IT. Demonstrates excellent oral and written communication skills.

General Experience:

Eight (8) years of progressive experience in the field of IT, including six (6) years as an instructor of various highly specialized IT disciplines.

Specific Experience:

At least four (4) years of General experience is hands-on experience in the development and performance of training courses in IT, in the discipline specified by an actual SOW or SON.

Function:

Develops courses and instructional material to educate technical and non-technical personnel in IT. Develops curricula and modular training courses. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. Teaches courses. Works independently or as part of a team. May serve as Contractor Task Order Project Manager.

Examples (not all inclusive):

Senior Instructor

Senior Course Developer

Senior Information Systems Training Specialist

Senior Technical Writer

Senior Knowledge Management Computer Specialist

Senior Documentation Specialist

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C.7.1.15 INFORMATION TECHNOLOGY TRAINING SPECIALIST

General Description:

An individual who is very good at imparting technical information to technical and non-technical personnel and is also very knowledgeable in IT.

Has experience in developing courses and teaching in all phases of IT.

Demonstrates very good oral and written communication skills.

General Experience:

Five (5) years of progressive experience in the field of IT, including three (3) years as an instructor of various highly specialized IT disciplines.

Specific Experience:

At least two (2) years of General Experience is hands-on experience in the development and performance of training courses in IT, in the discipline specified by an actual SOW or SON.

Function:

Develops courses and instructional material to educate technical and non-technical personnel in IT. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. May be required to teach courses. Works independently or as part of a team.

Examples (not all inclusive):

Course Developer

Instructor

Administrative Support and Graphics

Documentation Specialist

Imaging Specialist

Technical Writer/Editor

Information Systems Training Specialist

Knowledge Process Specialist

Knowledge Management Computer Specialist

C.7.1.16 JUNIOR INFORMATION TECHNOLOGY TRAINING SPECIALIST

General Description:

An individual who is good at imparting technical information to technical and non-technical personnel and is also knowledgeable in IT. Has experience in developing courses and teaching in phases of IT. Demonstrates good oral and written communication skills.

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General Experience:

Three (3) years of progressive experience in the field of IT, including one (1) year as an instructor of various IT disciplines.

Specific Experience:

At least one (1) year of General Experience is hands-on experience in the development and performance of training courses in IT, in the discipline specified by an actual SOW or SON.

Function:

Develops courses and instructional material to educate technical and non-technical personnel in IT. Gathers and assembles information pertaining to the subject matter, organizes and condenses materials. May be required to teach courses. Works independently or as part of a team.

Examples (not all inclusive):

Junior Course Developer
Junior Instructor
Junior Technical Writer/Editor
Junior Documentation Specialist
Junior Administrative Support and Graphics Specialist
Junior Information Systems Training Specialist

C.7.2 LABOR CATEGORY DESCRIPTIONS FOR THE THREE PRINCIPLE TASK AREAS (T&M)

The fifteen (15) labor categories listed in Section C.7.1.2 through C.7.1.16 will be combined with the labor categories listed below to comprise the T&M portion of this contract. Each category listed below will have more than one level of expertise (e.g., similar to the fifteen (15) general labor categories listed in Section C.7.1.2 through C.7.1.16 Labor Categories). The labor categories listed below shall encompass various skill levels within each; such as Junior, Journeyman and Senior. Consideration shall be given to each description level; General Description, General Experience, Specific Experience and Function.

The T&M labor categories below are not limited to any one functional area. A short description for each labor category follows the below list.

Applications Engineer
Application Systems Analyst
Data Architect
Database Analyst/Programmer
Information Engineer

Application Programmer
Business Process Reengineering Specialist
Data Security Specialist
Disaster Recovery Specialist
Network Engineer

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Software Developer/Programmer
Systems Analyst
Telecommunication Engineer

Systems Software Engineer
Systems Architect
Web Designer

Applications Engineer

Analyzes functional business applications, studies complex system requirements and designs specifications for functional activities. Develops block diagrams and logic flow charts. Designs software tools and subsystems to support software reuse and domain analyses and manages their implementation. Also, translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Also, estimates software development costs and schedule. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met. Senior level engineer supervises software configuration management and manages software development.

Applications Programmer

Analyzes functional business applications and design specifications for functional activities. Develops block diagrams and logic flow charts and translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation, including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers to ensure program deadlines are met.

Application Systems Analyst

Provides analysis and design of business systems for different applications such as: financial, accounting, human resources, and other enterprise systems. Handles test scripts and service requirements; works closely with end users on project development and implementation. Specifies the inputs to be accessed by the system, design the processing steps, and format the output to meet the users' needs. Prepares cost-benefit and return-on-investment analyses to help management decide whether implementing the proposed system will be financially feasible.

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Business Process Reengineering Specialist

Also, applies process improvement and re-engineering methodologies and principles to conduct process modernization projects. Responsible for effective transitioning of existing project teams and the facilitation of project teams in the accomplishment of project activities and objectives. Additional duties may include activity and data modeling, developing modern business methods, identifying best practices, and creating and assessing performance measurements. Provides group facilitation, interviewing, training, and provides additional forms of knowledge transfer. Key coordinator between multiple project teams to ensure enterprise-wide integration of reengineering efforts. Senior level supervisors provide daily supervision.

Data Architect

Works in a data warehouse environment, which includes data design, database architecture, metadata and repository creation. Translates business needs into long-term architecture solutions. Defines, designs, and builds dimensional databases. In addition, responsible for developing data warehousing blueprints, evaluating hardware and software platforms, and integrating systems. Evaluates the reusability of current data for additional analyses, and conducts data cleaning to rid the system of old, unused or duplicate data. Reviews object and data models and the metadata repository to structure the data for better management and quicker access.

Data Security Specialist

Provides support to plan, coordinate, and implement the organization's information security. Provides support for facilitating and helping agencies identify their current security infrastructure and define future programs, design and implementation of firewall and other related security issues on LANs/WANs/MANs. Operates current security tools available, contributes the knowledge of business security practices and procedures, different communication protocols, encryption techniques/tools, and current Internet/EC technology. Executes hardware/software firewalls tools.

Database Analyst/Programmer

Designs, implements and maintains moderately complex databases with respect to JCL, access methods, access time, device allocation, validation checks, organization, protection and security, documentation and statistical methods. Maintains database dictionaries, monitors standards and procedures and integration of systems through database design.

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Disaster Recovery Specialist

Responsible for security and integrity of assigned electronic data, data systems, and data networks and provides support in the development of a government agencies emergency management and business recovery plans. Contributes knowledge of business processes, management structures, technology programs/platforms and performs functions pertaining to the agencies business risk assessment. Reviews and develops business recovery strategies. Drafts procedures for identifying failures and invoking contingency plans, creates response procedures and identifies communication channels. Communicates with various response teams during testing, actual execution of recovery procedures and supports the design, development, installation, implementation and administration of backup solutions. Also, makes recommendations to the user community and the operations group on system enhancements, designs and administers programs to include policies, standards, guidelines, training programs and a viable quality assurance process for disaster recovery.

Information Engineer

Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Should apply as appropriate, activity data modeling, transaction flow analysis, and internal control and risk analysis, modern business methods and applies performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with corporate Information Management guiding principles, cost savings, and open system architecture objectives. Senior level supervisors provide daily supervision and direction to staff.

Network Engineer

Reviews, plans, and evaluates network Systems. May troubleshoot network systems and recommend improvements to network. Also, provides documentation/project tracking and management reporting, tactical and strategic input on overall network planning and related projects. Senior level supervisor leads and directs the staff.

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Software Developer/Programmer

Develops codes, tests, and debugs new software or enhancements to existing software. Performs maintenance on existing software products and contributes knowledge of business applications. Writes programs according to specifications needed. Works with the technical staff to understand problems had with software and then resolve them. Resolves customer complaints with the software and responds to suggestions for improvements and enhancements. Also, assists in the development of software user manuals. Senior level supervisors provide daily supervision and direction to staff.

Systems Software Engineer

Should provide identification/fixing for the problems within existing software, design/implementation of new systems, enhances the existing applications and participates in analysis, design and new construction of next generation IT applications.

Responsible for understanding the needs of the customers and the realities of commercially available IT products, and creating requirements that will allow implementation by the development team and COTS products. Also, contributes knowledge of telecommunications concepts, computer languages, operating systems, database/DBMS and applications.

Systems Analyst

Analyzes and develops computer software possessing a wide range of capabilities, including numerous engineering, business, and records management functions. Analyzes the information requirements, evaluates analytically and systematically problems of workflow, organization, and planning. Develops plans for automated information systems from project inception to conclusion. Analyzes user interfaces, maintain hardware and software performance tuning, analyze workload and computer usage, maintain interfaces with outside systems, analyze downtimes, analyze proposed system modifications, upgrades and new COTS.

Defines the problem, and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Shall develop in conjunction with the functional users system alternative solutions and then coordinate closely with the programmers to ensure proper implementation of program and system specifications.

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Senior level supervisor provides technical and administrative direction for personnel performing software development tasks, including the review of work products for correctness, adherence to the design concept and to user standards, and for progress in accordance with schedules.

Systems Architect

Shall also, establish system information requirements using the analysis from information engineer(s) in the development of enterprise-wide or large-scale information systems.

Designs architecture to include the software, hardware, and communications to support the total requirements as well as provide for present and future cross-functional requirements and interfaces. Ensures that the systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE) Open Systems Environment (OSE) reference mode and as they apply to the implementation and specification of Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. Ensures that the common operating environment is TAFIM compliant, evaluates analytically and systematically problems of workflows, organization, and plans and develops appropriate corrective action. Senior level supervisor provides daily supervision and direction to staff.

Telecommunications Engineer

Provides support in the translation of business requirements into telecommunications requirements, designs and orders. Also, provides in-depth engineering analysis of telecommunications alternatives for government agencies in support of their strategic modernization efforts and telecommunications enhancement design for medium and large-scale telecommunication infrastructures. Provides interface support to telecommunications end users, telecommunications operations personnel, and telecommunications strategic program management.

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Web Designer

Provides support in upgrading, maintaining and creating content for agency's web site under the guidance of Web Project Manager. Also, provides day-to-day site design, creation, on-the-job training for the development, maintenance, and updating of Web pages.

(End of Section)